



**June 2022**

**Service Changes and  
Service Restoration**

**Effective 06/26/22**

Operations, Safety, and Customer  
Experience Committee

June 16, 2022



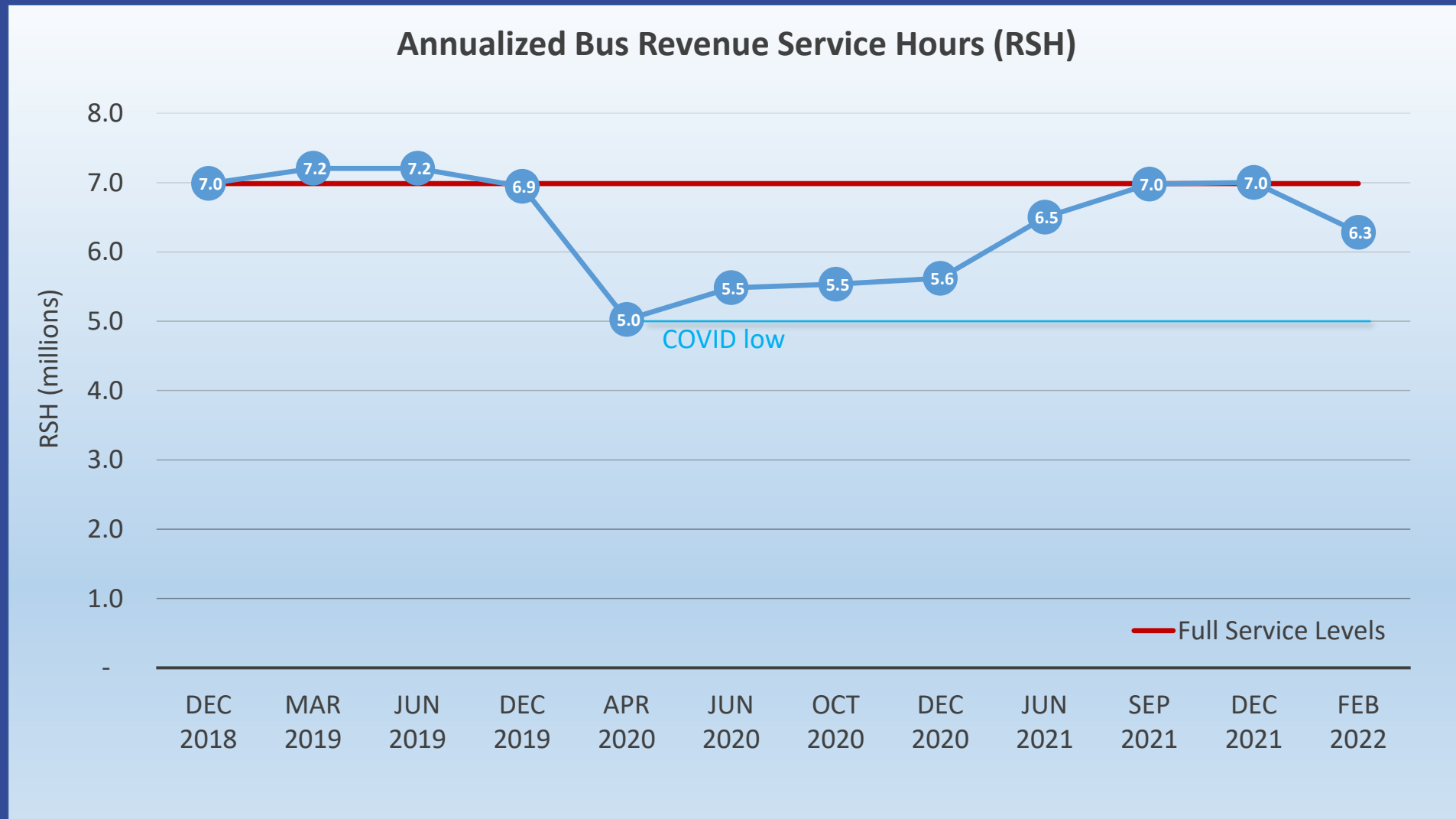
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# June 2022 Service Change

Service Quality	Valuing Our Employees	NextGen
<ul style="list-style-type: none"><li>• Service Restoration: Begin Restoration of NextGen Bus Plan Service Levels</li><li>• Adjust services for improved reliability</li></ul>	<ul style="list-style-type: none"><li>• Match schedules to increased traffic conditions</li><li>• Eliminate longest assignments</li><li>• More frequent service to spread out loads</li></ul>	<ul style="list-style-type: none"><li>• Transfer one line to Municipal operation</li><li>• Minor reroutes for construction, local street changes, simplify service</li></ul>



# Metro Bus Service Levels



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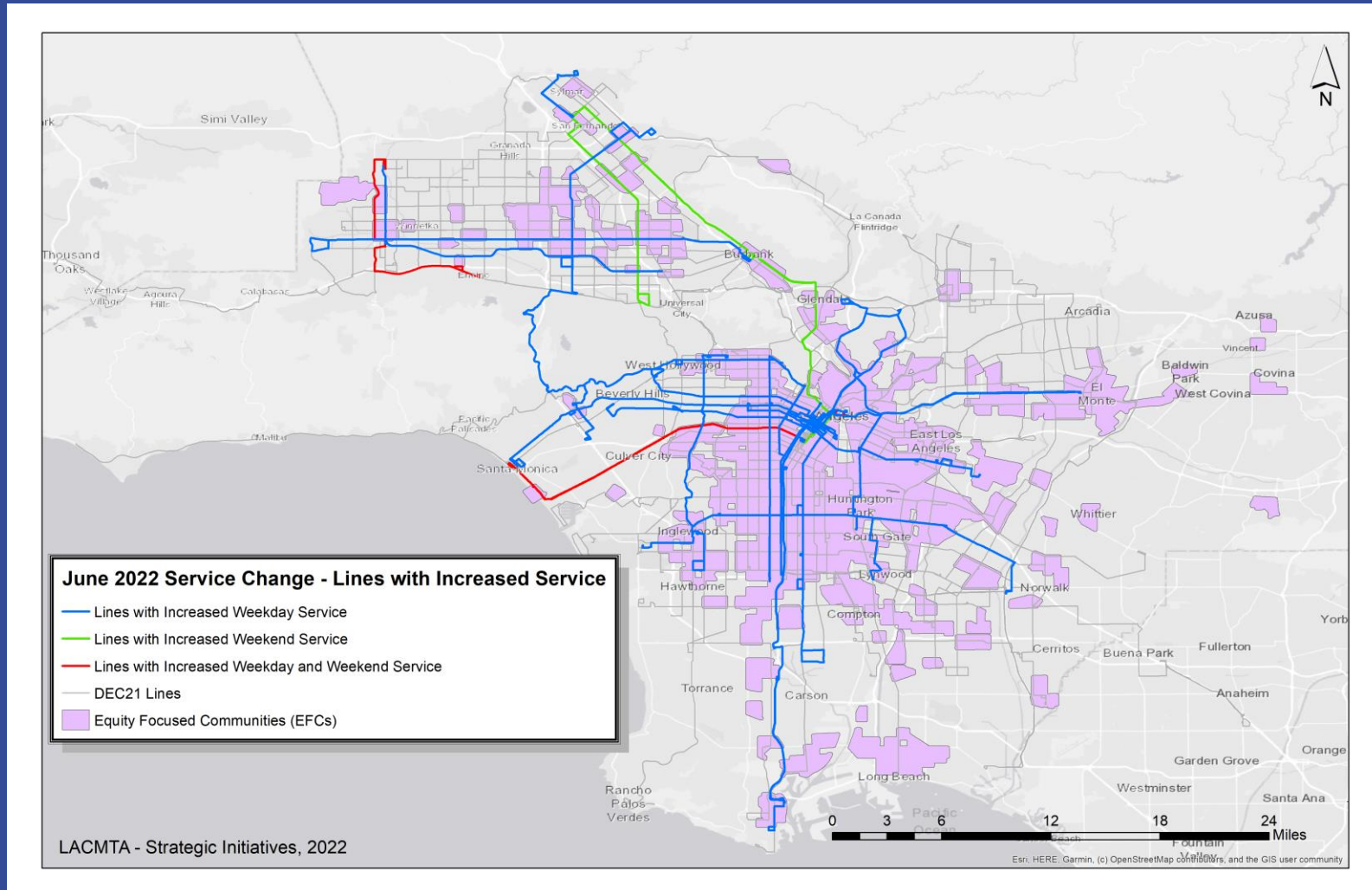
February 2022 = 26% increase above COVID low

# Service Restoration

- The June 2022 service change begins the process of restoring the full NextGen Bus Plan 7 million annual revenue service hours
- The June service change will increase total revenue service hours from 6.3 million to 6.5 million annualized
- Systemwide service restoration will begin with 19 Weekday , 4 Saturday, 3 Sunday bus lines having increased service based on high ridership/loads
- The level of restoration has been matched to expected operator new hirings with the intent of not significantly increasing either service cancellations or operator ordered call backs



# Service Restoration



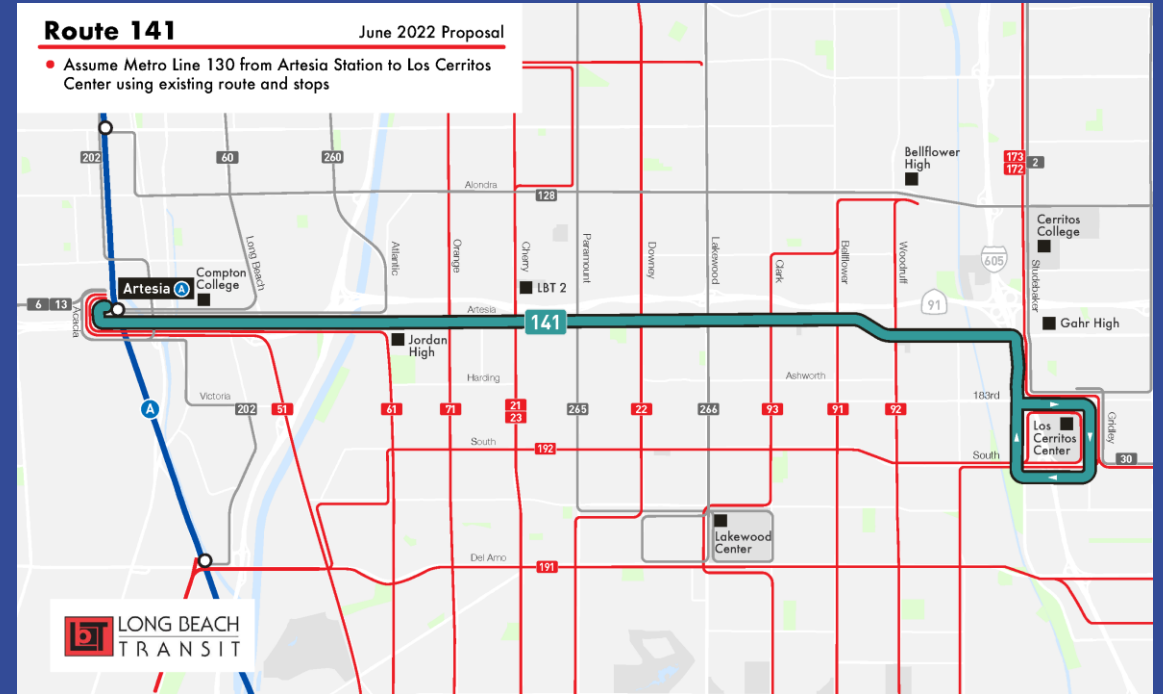
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# Service Reliability

- Since the second half of 2021, as the COVID recovery has increased, road traffic has grown. Bus service on time performance has reduced
- 65 Weekday , 42 Saturday and 32 Sunday lines will have adjusted schedules to provide more time to improve service reliability
- 7 contracted lines will have moderate frequency adjustments temporarily to support reliable service delivery, similar to what occurred for directly operated services in February

# Service Changes

- Line 130 (Artesia BI) will become Long Beach Transit Route 141 operating the same alignment and frequency between Artesia A Line (Blue) Station and Los Cerritos Center
- Minor changes to nine other lines for construction reroutes and minor NextGen Bus Plan changes.



# Implementation

- Internal coordination through implementation team
- Staff will support customers in areas with significant changes
- Informational signs will be installed at all impacted bus stops
- Information alert signs, brochures on buses & at customer service centers
- Updated bus stop blades will be installed by service change date
- Online “MyBus” information portal
- Social media and print media releases
- Printed schedules will be available on buses and at usual outlets





Thank  
You!